

Kore Associates Limited

Bluebird Care West Dorset

Inspection report

173 Bridport Road
Poundbury
Dorchester
Dorset
DT1 3AH

Date of inspection visit:
22 May 2023

Date of publication:
05 June 2023

Tel: 01305236655

Website: www.bluebirdcare.co.uk/west-dorset/home

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Bluebird Care West Dorset is a domiciliary care agency providing personal care and support to people in their own houses and flats. The service provides support to people in the Purbecks and West Dorset. At the time of our inspection there were 34 people receiving personal care and support.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

People's experience of using this service and what we found

Right Support

At our last inspection, although no impact or harm, risk assessments for people's care and support were not detailed enough to keep them safe. Improvements had now been made and risks to people's safety and wellbeing had been identified, assessed and actions to mitigate were in place. Instructions for staff to follow were clear.

Staff knew people well and risk assessments covered all aspects of their daily care and support. Clear instructions for staff contributed to safe working practices. People told us they were happy with the service they received from Bluebird Care West Dorset.

There were enough staff to meet the needs of the service. Recruitment processes were in place to ensure staff had the necessary checks before starting work with the service. However, we found some gaps in employment history had not been explored, the manager and provider acted immediately to obtain the missing information.

People were protected from avoidable harm by a staff team who knew how to raise safeguarding concerns both within the service and outside. Staff told us they were confident their concerns would be acted upon by the management team.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff told us they promoted independence every day for people. People told us they felt

respected by the staff and the service.

Right Care

People received their medicines as prescribed. Medicines management within the service was monitored and staff had received training including assessment of their competency. The manager was in the process of providing guidance for medicines people only needed to take occasionally. An electronic care planning and medicines system supported safety, as changes to medicine regimes were made without delay.

People were protected from the risk of avoidable infection. Staff had received training in infection prevention and control. The service had an annual statement which detailed their procedure to ensure safety. This included the provision of person protective equipment (PPE) for staff. The policy and guidance were in line with government and best practice guidance.

Accidents and incidents were recorded, analysed for themes and trends. Quarterly reviews of events looked for patterns and lessons learned. Governance systems were in place and supported oversight of the service. Leadership was visible and staff knew their roles and responsibilities. A range of audits supported quality assurance and were multi-layered.

Right Culture

The registered manager understood their statutory responsibilities and had made notifications to CQC as required by law. Staff felt appreciated by the service, there were various ways the service showed thanks to their staff. The provider was passionate about their team and supporting staff to give the best care they could to people. Staff felt involved and regular team meetings ensured training reminders and updates could be communicated.

Bluebird Care West Dorset sought to involve themselves in their local community, which included charitable work and the allocation of grants to support local causes. The service worked well with external health and social care professionals, and we received positive feedback on joint working.

The service actively sought feedback on the service it provides, and results of an annual survey were positive. The management team of Bluebird Care West Dorset was said to be approachable, visible, and supportive.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good overall, with a rating of requires improvement in the safe key question. This was because people's risk assessments were not robust enough to keep them safe (published 18 September 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained as good based on the findings of this inspection.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Bluebird Care West Dorset

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 1 inspector who visited the location office and an Expert by Experience who made calls to people using the service. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post and a care manager who supported the on-site inspection, we will refer to them as, 'manager' throughout this report.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 19 May 2023 and ended on 24 May 2023. We visited the location's office on 22 May 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority service improvement and safeguarding teams. The provider completed a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 10 people who used the service and 3 relatives about their experience of the care provided. We spoke with and received feedback from 12 members of staff including the registered manager, care manager, care team lead, care co-ordinator, care workers and the provider.

We received feedback from 2 health and social care professionals on their experience of working with the service.

We reviewed a range of records. This included 3 people's care records and medication records. We looked at 3 staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- At our last inspection risk assessments for people's care and support were not detailed enough to keep them safe. Improvements had now been made and risks to people's safety and wellbeing had been identified, assessed and actions to mitigate were in place. Instructions for staff to follow were clear.
- Staff knew people well and clear records supported staff to work in safe ways with people.
- Environmental risk factors were explored, and actions taken to ensure staff working was safe, for example, risks from accidental fire.
- Risk assessments were updated six monthly or as things changed. The providers electronic system meant the changes were update immediately. This meant staff were working with the most up to date information.
- Accidents and incidents were recorded, and the necessary actions taken. Analysis took place regularly to identify themes and trends. This meant they could learn lessons from events which took place in the service and prevent further occurrence.
- Reflective learning took place, the manager told us they shared learning with staff through team meetings, emails, and face to face communication.

Staffing and recruitment

- Recruitment processes were in place. However, we found staff employment histories were not explored fully as required by the regulations and the providers policy. The manager took immediate action to rectify this during the inspection by obtaining missing information and strengthened the process. We were therefore assured this process was now in accordance with the providers policy.
- Recruitment processes included values-based interviews and a thorough induction. The provider told us it was important to find the right staff to join the team at Bluebird Care West Dorset. The staff induction included blended learning of face to face, online training, and shadow shifts. Staff competency was checked before they were able to work alone with people.
- Staff files contained appropriate checks, such as references and a Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Systems and processes to safeguard people from the risk of abuse

- People, their relatives and staff told us the service they received from Bluebird Care West Dorset was safe. Some comments we received were: "I am totally safe and well cared for with no missed visits and on time wherever possible", "My loved one [name] always feels safe", "To feel safe is everything", "I laugh with my carer, and cry with them, they just 'get' me", "Yes I do feel safe."
- Staff told us they knew how to recognise the signs that someone may be at risk of harm or abuse. They knew who to report their concerns to both within the service and externally. One staff member told us, "I

would report the matter to the manager [name] to get advice and, I feel that all concerns are dealt with correctly and within a short period."

- Staff had received training in safeguarding and were confident any concerns they raised would be taken seriously and acted upon. Safeguarding concerns were reviewed monthly, records showed all necessary actions had been taken, and referrals made where necessary.
- Staff felt supported when they were working, and the management of the service promoted confidence for staff. A member of staff was complimentary about the support to keep people safe and said, "I have called them quite a lot about things to double check and they always reassure me I am doing well and the right thing."

Using medicines safely

- People received their medicines as prescribed. The service had safe procedures in place for ordering, administering, and recording medicines.
- Staff responsible for giving medicines had been trained and had their competency assessed.
- Where people were prescribed medicines, they only needed to take occasionally, guidance was in place for staff to follow to ensure those medicines were administered in a consistent way. The manager told us they were working to transfer the information on to the electronic system.
- The electronic system meant staff updated medicine administration records instantly when there was change. This meant people were receiving the most up to date care.

Preventing and controlling infection

- Safe infection prevention and control procedures in place meant people were protected from avoidable infections.
- Staff had received training in hand hygiene procedures and applying PPE, and this was monitored throughout the service through spot check.
- There were enough supplies of PPE and people confirmed staff wore this when working to keep them safe.
- Adjustments had been made in response to the COVID-19 pandemic and policies changed in response to government guidance where necessary.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection the rating has for this key question has remained as good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Quality assurance systems in place were effective in managing the risks to the quality of the service. The manager and registered manager undertook various checks and the provider had oversight of processes.
- Audits and reviews were carried out by the manager with the oversight of the registered manager. Records demonstrated learning took place, correct processes were followed.
- Staff meetings took place within the service where reflections of events were discussed. This demonstrated the service was open to continual learning. Outcomes, where appropriate, were shared in staff meetings and handovers.
- Staff understood their role and had clear responsibilities. Staff had job descriptions and told us they were clear on the expectations of the registered manager and the home.
- The provider and the management team were passionate in their vision for the service. Leadership demonstrated a positive culture based on agreed values.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager and manager told us they were a team and worked together for the good of people using their service. They told us it was important for them to listen to all views and create a close team. Staff felt like they could contribute and felt the management was approachable.
- Staff were proud to work at Bluebird Care West Dorset, their comments included: "I know I give my best to the job I'm doing and management have told me they have had positive feedback", "I am proud working for Bluebird and for myself for what I achieve", "We are doing good things for people, making their lives easier by giving support and companionship", "Absolutely best decision to come to Bluebird", "I feel like I make a difference and I am very happy and grateful", "They are so supportive, nothing is ever too much, I tell my friends I am proud."
- People, their relatives, professionals and staff were complimentary about the leadership of Bluebird Care West Dorset. Some of their comments included: "The managers I have met are all hard working and supportive", "The management is brilliant!", "Professional and friendly", "Yes the agency is stable and better run now so it is all good", "They are always at the end of the phone or email to offer advice and support."
- Staff felt appreciated, and the provider had recognition schemes in place, the most recent being, a reward points system, where staff received points as a thank you, which is a cash reward. A member of staff told us they felt, '100% appreciated.'

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager and manager understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at risk of harm.
- The registered manager and manager understood CQC requirements to notify us, and where appropriate the local safeguarding team, of incidents including potential safeguarding issues, disruption to the service and serious injury. This is a legal requirement.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- Bluebird Care West Dorset supported people living in Dorset and the Purbecks. The provider, registered manager and staff had made efforts to engage positively with their local community and with members of the public. The service had made good links within the local area including local charities where they had given financial support. The provider had also undertaken fundraising for a national charity supporting people living with dementia and research.
- The provider worked within the service, with the people they support and the wider community to deliver workshops, raising awareness and understanding about living well with dementia.
- The service undertook annual satisfaction surveys for people. The survey results from 2021 were positive. However, there had been a low return response from people. The registered manager and the manager told us they did get feedback through reviews and would look at how this can be captured to make ongoing improvements within the service.
- The registered manager and staff encouraged people and their relatives to complete online reviews of the service, we saw these were positive, mostly scoring 5 out of 5 stars.
- Bluebird Care West Dorset worked and communicated well with health and social care professionals to support people. One health and social care professional gave us feedback on working with the team and Bluebird Care West Dorset and said, "I know the manager [name] has the care of their clients at the heart of what they do as this is evident in their conversations, their timely responses, partnership working, the training they give to their staff. Staff are punctual, professional, caring, and respectful!"